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ABSTRACT

This guide is designed to help a prospective job seeker prepare a resume from scratch. It tells the reader what must be done before starting to write, provides tips on content and format, and suggests important points to keep in mind. It also provides information on constructing a cover letter to accompany the resume. Topics covered in this brief booklet include the following: self-appraisal; planning your resume; suggested outline for your resume; sample resumes; a reminder; how to use your resume; pointers on cover letters; sample cover letters; sources of job information; planning your time; and job interviews. (KC)

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

NEW YORK LABOR

Guide to Preparing a Resume can help you conduct your job search.

It is a practical booklet written to help the newcomer in the job market as well as the seasoned jobseeker.

It is also a booklet that I am proud to say was produced for the Family of New York by the state Department of Labor.

Mario M. Cuomo
Governor

Thousands of New Yorkers have used Guide to Preparing a Resume as an aid to getting a job, and I know that it will prove just as useful to you.

In addition to the Guide, the state Department of Labor offers a number of other services to jobseekers and jobholders. Many of these are listed on the inside back cover of this Guide.

I urge you to take advantage of these services. They're available to you at no cost.

Thomas F. Hartnett
Commissioner of Labor

Guide to Preparing a

Foreword

A resume is often the deciding factor in determining whether a job seeker obtains that coveted interview with an employer. Frequently, a well prepared resume acts as "one foot in the door."

This guide is designed to help you evaluate your "selling points" and then present them in an organized manner so that the impression you make is a good one.

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Potential employers may not legally ask certain questions of job applicants. These include questions with respect to

(1) Race, color, creed, or national origin;

(2) Age, except to ask if you are under 18;

(3) Sex;

(4) Marital status;

(5) Disabilities–Questions may be asked only if the disability is related to the applicant's ability to do the job;

(6) Arrest record–An interviewer may ask if you ever have been convicted of a crime, but may *not* ask if you have ever been arrested.

An applicant may, however, volunteer any of the above information. Questions or complaints should be directed to your nearest office of the New York State Division of Human Rights.

Preface

WHAT IS A RESUME?

It is a catalog of what you have to offer a particular employer or a particular type of job. Or, if you do not have one particular employer pinpointed, it serves to present your qualifications to several prospects.

WHY A RESUME?

Its purpose is to get you in to see potential employers and to organize the relevant facts about you in a written presentation. It should contain brief but sufficient information to tell a prospective employer-

- **What you can do**
- **What you have done**
- **What you know**
- **What kind of job you would like**

In doing this your resume will accomplish several objectives:

1) It will serve as an introduction.

2) It will save time for both employer and applicant.

3) It will serve as a focus for, and improve, your personal interview. When your assets are organized on paper you will find it easier to discuss them with assurance; you will eliminate fumbling for dates and significant facts.

4) In addition, having all the facts at your fingertips will help you avoid overselling or understating.

5) Finally, it will provide the employer with a visual reminder of what you covered verbally during the interview.

HOW TO WRITE A RESUME

The following guide will give you suggestions for preparing your resume from scratch. It will tell you what you must do before you start to write. It will give you tips on content and format. It will help you keep important points in mind. It will also give you pointers in composing the covering letter that accompanies your resume.

Self-Appraisal

First of all, it is important to analyze your background and experience. The best way to do this is to prepare an "asset list" under these headings.

- **Work History**
- **Education**
- **Personal Characteristics**
- **Resources**

List all your "assets" so that you can select those that are particularly significant to employers. This list will provide the raw material you will develop into your basic resume. It will also give you the material you will need to adapt your basic resume to different jobs and industries.

The listing process will help you to evaluate more objectively your skills, abilities and interests in relation to the kind of job you are seeking. Try to put yourself in the place of an employer and include everything you think he or she would be interested in knowing about you as a prospective employee.

(Even recent graduates with little or no work history, women re-entering the job market and job seekers with no college should prepare the asset list.)

Each of the four headings of your asset list is broken down in detail below.

I. WORK HISTORY

I. List all your employment-full time, part-time, vacation jobs and free lance. Ask yourself the following questions about each job:

What was my job title?
What were the details of my job duties?
Why was I hired for the job?
What did I like about the job? Why?
What did I dislike about the job? Why?
What part of the job did I do best? Why?
What part of the job did I do the least well at? Why?
What experience did I gain that I can apply to another job?
What special skills or talents did I develop on the job?
How long did I work on the job?
Why did I leave the job?
What references can I obtain if necessary?
What personality factors helped make me successful in particular aspects of the job? (Initiative, imagination, leadership, ability to organize, willingness to follow orders, interest in detail, ability to work with people, etc.)

Note: Items II and III, which follow, are of prime importance for the applicant with little or no work experience.

II. EDUCATION

A. Schools attended. (If you attended college, omit high school.)
B. Courses taken–degrees.
C. Subjects you liked best and why.
D. Subjects you liked least and why.
E. Subjects excelled in–grades, honors.
F. Special skills, e.g., typing, stenography, business machines, blueprint reading, etc.
G. Extracurricular activities, athletics, debating clubs.
H. Scholarships, honors.
I. Contacts made at college that may serve as leads.

III. PERSONAL CHARACTERISTICS

Evaluate your personal characteristics for their selling points and job significance. Be as objective as you can. Weigh your strong points and your weak points. Decide which are pertinent to the job you are after. An honest appraisal may even help you determine where your interests lie. While this evaluation may not be crucial in every instance, it will save you time, energy and, at times, frustration.

A. Identifying Data
Name
Address

B. Physical Data
Height and weight
Health and physical capacities (only to indicate limitations)

C. Appearance (and personal grooming)

D. Speech

Vocabulary	Enunciation
Grammar	Pronunciation
Voice Quality	

E. Social Conduct and Attitudes

Adaptability	Cheerfulness
Cooperativeness	Mannerliness
Aggressiveness	Tact
Reticence	Temperament

IV. RESOURCES

List all of the possible resources–that is, leads, sources of information, contacts and aids–you may want to use in planning your campaign, such as:

A. Firms that may have the kind of job you want.
B. Business associates.
C. Personal friends and acquaintances.
D. School friends and instructors.
E. Employment agencies–public, private and school.
F. Professional organizations.
G. Trade directories.

Planning Your Resume

ANALYSIS OF PERTINENT DATA

Now that you have assembled all of this raw material, you must process it–grade, select and reject–so that you can produce an effective finished product, your basic resume. To help you with that job, answer the following questions:

1. What kind of job am I seeking.
2. What kind of firm will have my kind of job?
3. Which part of my training and experience relates to the job I am seeking? Which part, if any, shall I minimize?
4. Which of the details in my self-analysis shall be included in the final resume.

5. Will these details help me get an interview for the kind of job I want in the kind of firm or industry I prefer?
6. How shall I arrange these details? Shall education precede work history, or is the employer more interested in my experience? Which part of my experience or background should be emphasized for a specific employer?
7. What affiliation with professional organizations, military experience, should be included?

ORGANIZATION OF DATA

There is no one best organizing principle for a resume. Nevertheless, all good ones will highlight the important points around a specific job problem. In most cases your goal (the job, that is) will help you determine the most suitable method–whether to build around your professional training, the types of firms you were employed by, your specific skills or the fields of work for which you believe you are best suited.

In general, however, your resume can be organized in one of two ways:

I. **By job, in inverse chronological order** – Start with the most recent job and, going back in time, give employer, type of firm and work performed.

II. **By function** – Start with the most relevant function you can perform (from the prospective employer's point of view) and continue with others in the order of their pertinence. Describe each function or skill with specific illustrations from your experience.

The functional method is particularly useful in occupations such as public relations, construction engineering, free lance commercial art–where the work is varied or there are frequent changes of assignment.

SELECTION OF DATA

Your goal will help here. Select data that will best present your qualifications for this goal. Remember that you must convince the employer that you can make a contribution to the organization. Include information about the degree of responsibility, the level of difficulty of the work, and, where possible, the results obtained.

Always appeal to the employer's interest – never refer to personal advantages the job would bring you.

Careful selection of data, skillfully arranged, may be the determining factor in securing an interview. The resume should reflect your ability and qualifications – let it speak for itself.

PREPARATION OF SEVERAL RESUMES

If you are applying for more than one type of job, it is good practice to prepare a resume styled specifically for each job objective. Keep a copy of your original basic resume and tailor it for each job application as needed.

Often in planning a job campaign you will want many copies of your resume. If your experience is such that you can use the same resume without change for any employer, you may have additional copies reproduced by mimeograph, photocopy or other methods of reproduction. Then you can enclose it with an individualized covering letter.

You should avoid sending out carbon copies of your resume, since this makes it obvious that someone else has received the original.

Suggested Outline for Your Resume

I. HEADING

The following identifying information should always precede all other data:

Name
Address
Telephone Number

II. OCCUPATIONAL INTEREST AND GOAL

Specify the kind of job or field of work you want. If your background qualifies you for several jobs, list them in order of preference. For example:

Chemist's Assistant or
Laboratory Technician

You may elaborate briefly on your goal in your covering letter.

III. WORK HISTORY

Note: Organize the work history section of your resume either as suggested below under **A** (by job in inverse chronological order) or under **B** (by function), whichever highlights your work experience best.

A. By job: (List your jobs in inverse chronological order.)

Dates of employment
Employer, address, nature of business
Name and title of supervisor
Position you held

Describe for each job:

Job duties - Tasks performed, emphasizing those requiring the highest degree of skill and judgment. Indicate specialization and any duties beyond your regular assignment. Include any special tools, instruments or equipment used and the degree of skill involved. (See resume, page 11.)

Scope of responsibility - Tell how many persons you supervised if you held an administrative post, and to whom you were responsible.

Accomplishments - Outline any outstanding results achieved. If possible give concrete facts and figures.

B. By function: (List the functions you performed in order of their pertinence to your job objective. In other words, if you did public relations work in several previous jobs and you are now applying for a public relations position, make an entry under "Public Relations" and treat your experience in this field as a unit.)

Describe in brief the work you did in each of the broad functional fields in which you qualify. This will provide a composite of job duties, scope of responsibility and accomplishments. Use a terse, narrative style with active verbs and few personal pronouns - expecially the first person singular. (See resumes, pages 10 and 11.)

IV. MILITARY EXPERIENCE

Length of service
Branch of service
Duties performed (list major assignments detailing those pertinent to the job you are seeking)

V. EDUCATION

A. Graduate schools - major and degree
B. College - major and degree
C. High School (do not include if you have a higher degree)
D. Additional training
E. Professional certificates or licenses
F. Courses directly related to your occupational choice. (List in detail if your work experience is limited)
G. Internship
H. Scholarships and honors
I. Extracurricular activity

VI. MISCELLANEOUS INFORMATION

Languages-speaking, reading, writing ability
Special Skills-typing, stenography, operate business machines, drive car, etc.
Professional contributions and achievements
Publications
Membership in organizations
Inventions and patents

Sample Resumes

In this section you will find nine sample resumes. They may aid you in presenting your resume in an organized and attractive form. If you have little or no full-time experience, they may help you "package" your summer or part-time jobs, your extracurricular activities, and your training and basic job interests.

Remember, the prime objective of your resume is to get you job interviews. Your resume must clearly present important information about you, your accomplishments, abilities and skills.

The first three resumes describe the qualifications of recent graduates.

The next four are for persons with considerable experience.

The next one is for women re-entering the job market, and the last is for job-seekers with no college education.

Use them as springboards to develop appropriate ideas and approaches.

Resume for recent college graduates.

RESUME

Diana Scanlon
139 Fifth Street
Jersey City, NJ 07304
Tel.: (201) 555-9009

JUNIOR COPYWRITER

The following experience was acquired during the summers while attending school. However, I feel that it has enough value to qualify me for a position as Junior Copywriter.

6/85 - 9/85 — Intern with Arden Advertising Agency, 630 Fifth Avenue.
Worked as general assistant in copy department under direct supervision of copy chief, Mr. John Smith. Principal duties were typing and checking copy, filing, relief receptionist and switchboard operator.
Was permitted to attend several copy conferences, and finally wrote original copy for two small food accounts. Both accepted--one appeared in Woman's Day, and the other used as direct-mail piece.

6/84 - 9/84 — Market research interviewer for Markets Inc., Jersey City, NJ.
Surveys conducted under variety of conditions, and among varied consumer groups; housewives, summer college students, retail store and motion picture patrons. Subjects equally varied; readership studies, consumer products, audience reaction. Last two weeks, helped compile data from one study to form basis for national research project on the consumer spending potential for electrical appliances.

ADDITIONAL EXPERIENCE: (non-paid)
Advertising manager for college newspaper; increased regular advertisers from seven to twenty, over a period of three years. This not only helped to eliminate the deficit in our budget, but enabled us to start a nest egg toward the purchase of badly needed equipment for the newspaper office.

EDUCATION: Delford University - Summa Cum Laude
B.A. - Major: English
Minor: Psychology

EXTRA-CURRICULAR: Reporter and Advertising Manager on college paper.
Member of debating team.

PERSONAL DATA: Am free to travel. Will relocate.

Resume for recent college graduates.

Stuart Derian
276 Kings Road
Middletown, NY 10940
Tel.: (914) 555-7838

ELECTRONICS DRAFTER or
DRAFTER,
COMPUTER-ASSISTANT

OCCUPATIONAL GOAL:

Major interest is a job with a medium-sized, progressive electronics manufacturing firm, with opportunity for specialization at a future date.

EDUCATION:

Dutchess Community College, A.A.S.
Major: Electrical Technology

Class Rank: First Quarter

COURSE WORK:

Basic		Technical		General	
Electric Circuits	8 hrs.	Physical Principles for Technicians	4 hrs.	English	6 hrs.
Applied Mechanics	8 hrs.	Cinalog Electronics	4 hrs.	Social Science	6 hrs.
Drafting Engineering Technology I	4 hrs.	Applications in Interactive Computing	3 hrs.	Public Speaking	3 hrs.
Drafting Engineering Technology II	4 hrs.	Technical Mathematics II	3 hrs.	Health	4 hrs.
		Digital Circuits	3 hrs.		
		Communication Electronics I	3 hrs.		
		Instrumentation I	3 hrs.		
		Microcomputers	3 hrs.		
		Communication Electronics II	3 hrs.		
		Instrumentation II	3 hrs.		

PROFESSIONAL SOCIETY MEMBERSHIP: American Institute for Design and Drafting

HOBBIES: Photography, Ballooning

WORK EXPERIENCE: Summer 1984 - Windsor Electronics, Inc., Middletown, NY
Drafting Aide

Summer 1983 - Camp Eagle Bridge, NY
Photography Counselor

REFERENCES: Will be furnished upon request.

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Resume for recent college graduates.

Donald G. McLane
759 Woodward Avenue
Mount Vernon, NY 13810
Tel.: (914) 555-0001

OCCUPATIONAL GOAL:

Ultimate Goal: Labor and Industrial Relations
Immediate Goal: Personnel Clerk or Interviewer
Time and Motion Study
Production Control Assistant
Payroll Assistant
(Willing to accept position anywhere in the United States)

EDUCATION: College - New York University, B.A.
Major - Labor Management

Major Subjects		Minor Subjects
Business Organization	Job Analysis	Accounting
Business Management	Time and Motion Study	Economics
Industrial Psychology	Personnel	Humanities
History of Labor Unions	Internship	

Honors: Phi Beta Kappa

Extra-Curricular Activity:
Industrial Relations Society
Intramural Athletics

SUMMER AND PART-TIME EXPERIENCE:

6/85 - 9/85 - Jomet Metal Products, 120 Spring Street, New York
Mfg. Transformers, Bench Hand - Assembler small transformers.
6/84 - 9/84 - Abord Co., 165 Canal Street, New York
Mfg. Tools, Production Clerk, Record Clerk in Payroll Dept.
9/83 - 1/84 - City School, Mount Vernon, New York
Clerk-typist (part-time).

MILITARY BACKGROUND:

U.S. Navy - September 14, 1978 to July 13, 1982
Training U.S. Navy - Radio, Radar, Sonar Schools
Service - Pacific Area
Rank - Seaman 1st Class

SPECIAL SKILLS:

Typing - 50 words per minute
Burroughs & SCM Business Machines
Chauffeur's License
Radio Operator

PERSONAL DATA: Will relocate

Resume for persons with considerable experience.

Frederick Pedroza
406 Clearview Avenue
Bayside, NY 11361
Tel.: (212) 555-8107

Training Supervisor or
Director of Visual Education

INSTRUCTOR

9/80 - 6/85 — Haddon High School, Hempstead, NY. Mr. John Burns, Principal.
Instructor in industrial education. Subjects taught: machine shop practice, electrical and mechanical assembly, auto mechanics. Coordinator of audio-visual aids. Arranged for purchase of necessary equipment; arranged programs. Methods included teaching machines, slide and motion picture films, exhibits, dramatizations, recordings, radio and television programs. Developed manuals for teacher use. Conducted teacher training sessions. Developed charts and pictorial visualizations for use on all high school grade levels. Conducted research studies on value of methods used.

9/78 - 6/79 — Hughes High School, Glen Oaks, NY. Mr. Harry Cullen, Principal.
Instructor in all phases of industrial operations in the making of wood and metal products; bench layout and drafting.

6/73 - 9/74 — B & B Instrument Co., 1246 Lexington Avenue, New York, NY.
Training program in cooperation with New York State Department of Education. Instructor - Bench and engine lathe work, drill operation, arc welding, layout, drafting, precision inspection. Used audio-visual aids. Shop psychology and morale development.

ADMINISTRATIVE ASSISTANT

6/79 - 9/80 — Doar Machine Tool Co., 99 Spruce Street, New York, NY.
Reorganized and coordinated activites of sales personnel. Responsible for sales, service, customer relations and consumer engineering. Arranged for technical assistance to customers in use and operation of machine tools. Supervised all office administration in relation to sales division including credit analysis.

MILITARY EXPERIENCE

9/74 - 4/77 — United States Army - 2nd Lieutenant
Trained both commissioned and non-commissioned officers in basics of electronics engineering.

EDUCATION: — New York University - B.S. Industrial Education
New York University - M.A. Audio-Visual Education
Columbia University - Safety Engineering Certificate
Oxford University - Human Relations Certificate

PROFESSIONAL LICENSES: — New York State Teacher's Certificate, Industrial Education
New York State Teacher's License, Driver Education and Safety

PERSONAL DATA: — Prefer New York City area, but willing to relocate within radius of 200 miles.

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Resume for persons with considerable experience.

Marie Litz
887 West 72nd Street
New York, NY 10023
Tel.: (212) 555-0002

GENERAL MANAGER
EXECUTIVE ASSISTANT
CREDIT MANAGER

GENERAL BACKGROUND

Twenty years of business experience in the field of office and credit management and accounting. Have set up office procedures and installed systems of all types, including those for machine accounting, payroll records, credit, and order control. Worked in close contact with sales departments which necessitated setting up systems for the handling of sales statistics, commission records, and market analysis.

EXPERIENCE

1979-1985 Jackson P. Phillips, Inc., New York, NY
Distributors of Coated Papers

Started as credit manager. Set up systems of credit and control to facilitate handling large orders on a brokerage basis and for the many smaller accounts controlled through the firm's own warehouse. Developed and placed in operation a system of procedures and records whereby the credit for both methods of sale could be handled by the existing clerical staff. At the end of the first year of the operation, the losses dropped and never exceeded ½ of 1% on a volume of sales reaching well over 2 million dollars a year.

At the end of the second year was appointed Office Manager and Executive Assistant to the President. Responsibilities covered:

Supervision of credit and collection.
Supervision of accounting operations.
Originating and installing office systems, procedures, order and inventory control.
Sales analysis, costs, expense accounts.
Supervision of traffic, warehousing and delivery operations.
Personnel management.
Selection and purchase of office equipment.
Correspondence, contracts.

1977-1979 Interstate Credit Service Corp., New York, NY — OFFICE MANAGER
Credit Consultants & Collectors

Responsible for reorganization of office with staff of 55 office workers. Revised and developed procedures; organized office layout for better flow of work, reorganized supervision; instituted training in order to achieve maximum efficiency. The handling of 5,300 accounts necessitated the installation of standard procedure in all departments and the reorganization of the control systems.

1973-1977 H.F. Smith Co., Trenton, NJ — EXECUTIVE ASSISTANT to GENERAL MGR.
Distributors of Special Tools

Responsibilities were concerned with the installation of uniform office systems for 10 branch offices throughout eastern United States. This included the execution of company credit policy and collection. Also in charge of publication of monthly house organ for branch managers. Responsible for coordination and analysis of branch reports of sales and inventories.

Prior Employment: Accountant and credit manager for National Jewelers, Inc., and Hobson's Retail Credit Corp.

Resume for persons with considerable experience.

Daniel T. Koslowski
304 West 87th Street
New York, NY 10019

SALES EXECUTIVE

SALES PROMOTION - Devised and supervised sales promotion projects for large business firms and manufacturers. Originated and coordinated newspaper, radio advertising and point of sales promotion with public relations and sales management. Analyzed market potentials and provided for improved service to increase sales effectiveness and reduce sales costs. Developed sales training manuals.

As sales executive and promotion consultant handled a great variety of accounts. Sales potentials in these firms varied from $100,000 to $5,000,000 per annum. Was successful in raising the volume of sales in many of these firms 25% within the first year.

SALES MANAGEMENT - Hired and supervised sales staff on a local, area and national basis. Established branch offices throughout the United States and developed uniform systems of processing orders and sales records. Promoted new products as well as improving sales of old ones. Developed sales training program. Developed a catalogue system involving inventory control to facilitate movement of scarce stock between branches.

MARKET RESEARCH - Devised and supervised market research projects to determine sales potentials, as well as need for advertising. Wrote detailed reports and recommendations describing each step in distribution, areas for development and plans for sales improvement.

SALES - Retail and wholesale. Direct sales to consumer, jobber and manufacturer. Hard goods, small metals and appliances.

ORDER CLERK - Received, processed and expedited orders. Trouble shooter. Set up order control system which was adopted for all branches.

FIRMS

1979 - 1986	B.B. Bowen Sales Development Co.	Sales Executive
1973 - 1979	James Bresher Commercial & Industrial Sales Research Corp.	Senior Sales Promotion Mgr.
1969 - 1973	Dunnock Brothers Valve Co.	Salesman, Sales Mgr.
1966 - 1966	" " " "	Order Clerk

MILITARY SERVICE - U.S. Army, Master Sgt. 1966 - 1969

EDUCATION - College of the City of New York. B.S.
Major - Business Administration

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Resume for persons with considerable experience.

George W. Jones
596 Fairleigh Lane
Woodland, NY 12497
Telephone: (914) 555-2345

Director of Engineering Services

EDUCATION

College of the City of New York, B.S.
Major - Mechanical Engineering
Polytechnic Institute, M.S. (Anticipated)
Major - Industrial Engineering
(Thesis in preparation)

GENERAL BACKGROUND

Nineteen years varied experience in mechanical engineering with the following firms:

CHIEF ENGINEER	Elton Manufacturing Co., New York City 1974 - present (Confidential)
PROJECT ENGINEER	Southern Machine Works, Inc., Patterson, NJ 1972 - 1974
DESIGN ENGINEER	MADA Inc., Yonkers, NY 1967 - 1972
SYSTEMS ENGINEER	U.S. Army Material Area 1964 - 1967

SPECIFIC EXPERIENCE

DESIGN & DEVELOPMENT - Medium and light machinery in steel mills and manufacturers of farm implements, vending machines, food processing and packaging machines. Designed and developed both automatic and special machines, instrumental systems, hydraulic, pneumatics, tooling, machine conversion flight simulators.

PLANT LAYOUT & PRODUCTION ENGINEERING - Planning for production efficiency and utilization of space and staff. Purchasing and installation of machinery and equipment; modernization; maintenance. Quality control; use of industrial engineering techniques and machine shop practices.

ADMINISTRATION & SUPERVISION - Over-all supervision of engineering and production staffs of 100 to 500 workers. Direct administration of design and development departments. Budgeting, contracts, customer contact. Schedules, programs, department coordination, estimating procurement. Hired professional staff. Progress reports; management review.

RESEARCH - Experimentation; devise tests and reliability studies; new product evaluation.

PROFESSIONAL AFFILIATIONS

Member - American Society of Mechanical Engineers

LICENSE

Professional Engineer (New York)

PERSONAL DATA

Geographic preferences - New York City or Westchester County

REFERENCES

Furnished on request.

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Resume for women reentering the job market.

Beverly Johnson
17 Front Street
Fairview, NY 17203
Tel.: (212) 555-0258

OCCUPATIONAL GOAL:

Media Time Buyer

EDUCATION:

Centralville High School
State University, Albany, B.S.
Major: Marketing
Minor: Accounting

WORK EXPERIENCE:

7/68 - 10/70 - Barrow Advertising Agency, 288 Main Street, Centralville - Handled media placement.

10/70 - 12/73 - WBCC Broadcasting, 172 Park Row, Centralville - Accounting and Traffic.

12/73 - 10/85 - Retired from work force to raise my family.

VOLUNTEER EXPERIENCE:

Public Relations

Prepared information on Fairview YWCA activities. Contacted media regarding production of public service material.

Organized and chaired Fairview Hospital Auxiliary fund drive. Wrote press releases, arranged television, radio and newspaper publicity. Coordinated activities of volunteer telephone solicitors.

Record Keeping

Kept books of receipts and disbursements for Fairview Hospital fund drive.

Surveyed audience reached by various media for fund drive. Wrote reports of fund drive and made recommendations for following year's drive.

As secretary of Fairview Women's Political Caucus for two years, kept records of meetings, handled correspondence, drafted recommendations.

HOBBIES:

Photography, Writing

REFERENCES:

Will be furnished on request

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Resume for job seekers with high school education.

Edward Metazzio
88 LeGrande Street
Hudson Junction, NY 13304
Tel.: (914) 555-5322

OCCUPATIONAL GOAL:

Automotive Mechanic

EDUCATION: Hudson Junction High School

COURSE WORK:

English
History
Mathematics
Automotive Shop
Mechanical Drawing I & II
Electricity Shop
Understanding Internal Combustion Engines

CLASS RANK:

First third of class in Industrial Arts

EXTRACURRICULAR ACTIVITIES:

Varsity Football
Track Team

HOBBIES:

Model building
Photography

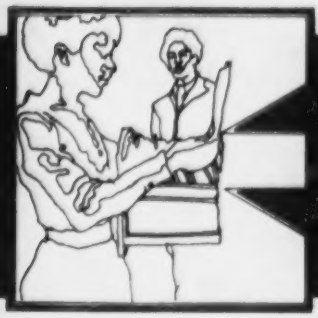
WORK EXPERIENCE:

Summer 1984 - Hudson Junction Coop, 23 Center Street, Hudson Junction, stock boy

Summer 1985 - Elmer's Crosstown Service Station, 77 State Street, Hudson Junction, gas pumper

REFERENCES:

Will be furnished on request



A Reminder

Check your finished resume for the following items:

Is the resume to the point?
Have you eliminated unnecessary words and repetitions?
Does it describe your training and experience?
Is it logical? Are the dates correct?
Are you sure there are no references to personal items that have no bearing on the job?
Have you made any statements that you cannot substantiate?

At this point it might be well to get a reaction from a colleague or an employment interviewer.

How to Use Your Resume

Now that you have a good resume, **USE IT!**

Make a careful selection of firms that may be interested in your background and for which you would like to work. Don't be frugal about the number to whom you send the resume. The larger the mailing, the better the number of responses.

Always keep a record of every time you send out your resume and covering letter (see page 20). This record will be helpful in preparing your follow-ups and will assure that you have names, dates, etc. in a convenient place.

Always carry copies with you when you report for an interview.

Give copies to friends, acquaintances and associates who may be in a position to "hear of something."

Leave copies with your state Job Service and your alumni placement office.

Use it in answering newspaper and magazine advertisements.

DON'T use an outdated one. Always include your last position or your current one, if you are planning a change. If necessary, you can mark the current job "Confidential."

Pointers on Covering Letters

Always enclose a covering letter when you mail out a resume. Your major purpose is to interest an employer in hiring you. The first step is to get him or her to read your resume. So keep these facts in mind when writing your covering letter.

Address your letter to a specific person by name when possible.

The first twenty words are important; they should attract the reader's interest.

Tell your story in terms of the contribution you can make to the employer.

Be sure to refer to your resume. It gives the facts.

Use simple, direct language, correct grammar and, of course, type neatly on standard size white paper (8½ x 11).

Keep it short; you need not cover the same ground as your resume. Your letter should sum up what you have to offer and act as an "introduction card" for your resume.

Let your letter reflect your individuality, but avoid appearing aggressive, overbearing, familiar, "cute," or "humorous." You are writing to a stranger about a subject that is serious to both of you.

With local firms, take the initiative in suggesting that you telephone for an interview.

Keep a copy of every cover letter and resume you send out in your job file.

Note how the covering letters on pages 15 and 16 follow these suggestions.

Sample Covering Letters

304 West 57th Street
New York, NY 10019
June 21, 1988

Mr. Donald Schultz
Sales Division
Boston Manufacturing Company
112 East 42nd Street
New York, NY 10017

Dear Mr. Schultz:

The enclosed record of successful planning and execution of large promotion campaigns may be of interest to you in your sales program.

My experience with small metal products has been broad, starting with over-the-counter sales and order service through a variety of selling and top management assignments.

I would appreciate it if you would read my resume and I'll take the liberty of telephoning your secretary next week to arrange for an appointment with you.

Thank you for your interest.

Sincerely,

Daniel T. Koslowski

Enclosure

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The above letter refers to Resume for Sales Executive, page 10.

17 Front Street
Fairview, NY 17203
October 16, 1988

Miranda T. Crowley, President
Crowley, Madison and Moore Advertising, Inc.
12 West End Avenue
Centralville, NY 17205

Dear Ms. Crowley:

My media related experience, both as a member of the work force and as an active volunteer, has strengthened my belief that my career goal is to become an acute and perceptive time buyer.

Because I feel that your Agency's approach to commercials is fresh and appealing, I hope to start working toward that goal with you.

I will call your office early next week to arrange an interview to discuss job opportunities with Crowley, Madison and Moore. I am enclosing my resume to give you additional information about my background.

Yours very truly,

Beverly Johnson

Beverly Johnson

Encl.

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The above letter refers to Resume for Media Time Buyer, page 12.

Sources of Job Information

Your first source of job information will probably be friends, neighbors and relatives. Through their work or social and business contacts, they may know of opportunities not listed by regular sources. But, of course, their knowledge is likely to be limited to their own and perhaps a few other places of employment.

At the same time you consult personal sources, you will want to explore the usual channels of job information. From among the many sources, you will have to select those most appropriate for you. Which ones they are will depend on the type of job you want, where you live and want to work, and the demand in your field.

State and/or federal laws ban discrimination based on race, color, creed, national origin, citizenship, age, sex, marital status, or disability.

All employment agencies, both public and private, are required to refer applicants to employers without regard to these factors. The Age Discrimination in Employment Act of 1967 forbids agencies to discriminate against older workers.

Some of the sources of job information are listed below. Brief comments on their characteristics may help you choose the ones best suited to your needs.

1. **State Job Service Offices**
   - Have more job listings in more occupational categories than any other single source.
   - Know about job openings, even among employers who have not listed their openings with the Job Service.
   - Have many local offices conveniently located in all parts of the country.
   - Operate computerized job banks in all major cities and many smaller ones to bring up-to-the-minute information on all openings in a metropolitan or larger area to people looking for work at any Job Service office in the area.
   - Offer counseling and career consultation.
   - Have daily contacts with thousands of employers.
   - Accumulate and distribute local, statewide and national labor market information.
   - Charge no fees.
2. **School or college placement services**
   - A productive source for professional openings.
   - Usually available only to students and alumni of the school.
3. **Want ads in newspapers, professional journals and trade magazines**
   - Provide a broad range of definite openings.
   - Analysis of the ads provides information about the extent of employment activity in your field throughout the area.
4. **Industrial and craft unions**
   - Have exclusive hiring authority for some firms.
   - Each deals with a limited number of occupations.
   - Productive source for members, particularly those with seniority.
5. **U.S. Civil Service Commission**
   - Handles U.S. government civilian jobs.
   - Fills jobs in a wide variety of professional, technical, clerical, craft and other occupations.
   - Positions are located in Washington, D.C., throughout the United States and overseas.
   - Jobs are filled on a merit basis as determined by the results of examinations and ratings of experience and education.
   - Examinations are given several times a year in cities throughout the nation. Tests for entry-level professional positions are conducted at many universities and other schools.
   - Most post offices have application forms and information on job opportunities. You can also write for information to the U.S. Civil Service Commission, Washington, D.C. 20415.
6. **Private employment agencies**
   - Usually specialize in selected occupations.
   - Some charge applicants a fee for registration and/or placement; others collect fees from employers.

7. **Yellow pages of telephone directory, industrial directories and Chamber of Commerce lists**

   - Source of names of firms that employ workers in your field and other information useful in applying to them.

Professional associations

- Useful for specialized occupations.
- Listings available at libraries.

Planning Your Time

Even if you are under no pressure to find a job quickly, starting your search promptly is a wise policy. Delays may hurt your chances of finding the job you want. If you have just finished school, for example, you are competing for similar positions with other new graduates in your field. Moreover, a long delay between school or your last job and your application for work may give an employer the impression that his office is one of your last stops in a long and fruitless job search.

Once you start your search, you should treat is as a full-time job. Looking for work can become discouraging at times, but sustained effort usually pays off.

The following suggestions may help you plan your time for an efficient job search:

1. Plan and start your search as soon as you know you will need to find a new job.
2. Make your job hunting a full-time project. You work a 40-hour week for your employer; you should work no less for yourself.
3. Once you start your search, do not allow yourself little vacations.
4. Apply early enough in the day to allow time for multiple interviews, tests or other hiring procedures that may be required.
5. Be on time for appointments.
6. Before approaching a firm, try to learn the best time and day of the week to apply for a job.
7. Follow up leads immediately. If you learn of a job opening late in the day, call the firm to arrange an appointment for the next day. The employer may postpone a hiring decision until he talks to you.

Job Interview

A job interview is your showcase for merchandising your talents. During the interview an employer judges your qualifications, appearance and general fitness for the job opening. It is your opportunity to convince the employer that you can make a real contribution to the firm.

Equally important, it gives you a chance to appraise the job and the employer. It enables you to decide if the job meets your career needs and interests and whether the employer is of the type and caliber you want to work for.

Before each interview, you should assume that the job you are applying for is precisely the one you want-because it may be. To present your qualifications most advantageously, you will need to prepare in advance. You should have the needed papers ready and the necessary information about yourself firmly in mind, and you should know how to act at the interview to make it an effective device for selling your skills.

PREPARING FOR THE INTERVIEW

- Assemble in easily available order all the papers you need to take with you. The principal one is your resume-unless you have submitted it before the interview.
- If you have not prepared a resume, take your school records, social security card, and work records, with the names of your employers and dates of employment. (Prepare your own list if you have no formal records.) You may also need any licenses, union card or military records you have. If your work is the sort that you can show at an interview, you may want to take a few samples (such as art or design work or published writing).

- Learn all you can about the company where you are going for an interview–its product or service, standing in the industry, number and kinds of jobs available, hiring policies and practices.
- Know what you have to offer–what education and training you have had, what work you have done and what you can do. If you have not prepared a resume, review your inventory charts before you go.
- Know what kind of job you want and why you want to work for the firm where you are applying.
- If you do not have a resume that includes references, be prepared to furnish names, addresses and business affiliations of three persons (not relatives) who are familiar with your work and character. If you are a recent graduate, you can list your teachers. When possible, ask your references for permission to use their names.
- Learn the area salary scale for the type of job you are seeking.
- Never take anyone with you to the interview.
- Allow as much uninterrupted time for the interview as it may require. (For example, do not park your car in a limited time space.)
- Dress conservatively. Avoid either too formal or too casual attire.

YOU AND THE INTERVIEW

- Be pleasant and friendly but businesslike.
- Let the employer control the interview. Your answers should be frank and brief but complete, without rambling. Avoid dogmatic statements.
- Be flexible and willing but give the employer a clear idea of your job preferences.
- Stress your qualifications without exaggeration. The employer's questions or statements will indicate the type of person the firm is seeking. Use these clues in presenting your qualifications. For example, if you are being interviewed for an engineering position and the employer mentions that the job will require some customer contact work, use this clue to emphasize any work, experience or courses you have had in this area.
- If you have not sent your resume in advance, present it or your work records, references, personal data, work samples or other materials to support your statements when the employer requests them.
- In discussing your previous jobs and work situations, avoid criticizing former employers or fellow workers.
- Don't discuss your personal, domestic or financial problems unless you are specifically asked about them.
- Don't be in a hurry to ask questions unless the employer invites them. But don't be afraid to ask what you need to know. If the employer offers you a job, be sure to understand exactly what your duties will be. You should also find out what opportunities for advancement will be open to you. A definite understanding about the nature of your job will avoid future disappointment for either you or your employer.
- Be prepared to state the salary you want, but not until the employer has introduced the subject. Be realistic in discussing salary.
- If the employer does not definitely offer you a job or indicate when you will hear from the firm, ask when you may call to learn the decision.
- If the employer asks you to call or return for another interview, make a written note of the time, date and place.
- Thank the employer for the interview.

AFTER THE INTERVIEW

Make each interview a learning experience.

To improve techniques, a good salesperson does a "curbstone" analysis after a sales interview...that is, he or she reviews what was said, the client's reaction, what he or she might have said and did not, and what might better have been left unsaid.

Try this curbstone analysis yourself to improve your selling techniques. Ask yourself these questions:

1. **How did the interview go?**
   - What points did I make that seemed to interest the employer?
   - Did I present my qualifications well? Did I overlook any that are pertinent to the job?
   - Did I pass up clues to the best way to "sell" myself?
   - Did I learn all I need to know about the job? Or did I forget or hesitate to ask about factors that are important to me?
   - Did I talk too much? Too little?
   - Did I interview the employer rather than permit the employer to interview me?
   - Was I too tense?
   - Was I too aggressive? Not aggressive enough?
2. **How can I improve my next interview?**

Suggested resume referral sheet.

For each resume and covering letter you send to a potential employer be sure to fill out this sheet. During your job search you will need this information as a reminder of application dates and follow-up action.

Date	Resume and Covering Letter sent to:	Individual addressed to and phone number:

Follow up:	Response from prospective employer:

To find a job or fill one!

Finding jobs for people and people for jobs is the principal mission of the New York State Job Service.

- ☐ Job Placement
- ☐ Referral to Training
- ☐ Apprenticeship Information
- ☐ Computerized Job Bank
- ☐ Occupational Testing
- ☐ Services to:
  - Veterans
  - Older Workers
  - Youths
  - Handicapped
  - Disadvantaged

For information about the Job Service and Labor Department programs visit your nearest Job Service Office.

NY State Department of Labor

Public Services

Here is a sampling of the major programs and services provided by the New York State Department of Labor.

Job Service: Developing and administering job referrals, vocational counseling, testing and training for more than a half million applicants annually; developing labor market statistics; and administering technical assistance for on-the-job training and apprenticeship programs.

Unemployment Insurance: Administering unemployment benefits.

Labor Standards: Enforcing state labor laws, i.e. child labor, meal periods, minimum wage, industrial homework. Collecting unpaid wages for workers. Registering farm labor contractors. Licensing and inspecting private employment agencies outside New York City.

Public Work: Enforcing the payment of prevailing wage rates and hours of work on public work projects as specified in the state constitution.

Affirmative Action: Providing Department of Labor services to employees and employers without regard to race, color, creed, national origin, age or sex. Ensuring equal opportunity for construction employment in the public and private sectors.

Workers' Compensation: Review and rule on benefits for injured (disabled) workers on and off the job.

Safety and Health: Enforce safety and health standards in places of public assembly, and in certain other establishments not covered by federal Occupational Safety and Health Act standards, such as mines and quarries. Enforce New York State Occupational Safety and Health Act standards for public sector employees. Guide employers in complying with federal Occupational Safety and Health Act standards.

Mediation/ Arbitration: Promote labor harmony by offering mediation and arbitration services in labor/ management disputes.

NEW YORK